

Department of Industrial Accidents
Prospective Review Procedure - Request for Additional Medical/Clinical Information

I. Procedure for Request of Medical Information

Licensed UR reviewer determines additional clinical information is required to determine medical necessity.

By next business day, licensed UR reviewer sends Request Letter to OP requesting additional clinical information and describing type of information required to complete review. Date of request for medical information and receipt of medical information must be documented in UR case notes.

Request Letter will inform OP they have a **minimum of seven business from date of request**, to forward required clinical information.

Request Letter will also inform OP if the required medical information is not received by the 7th business day from the date of request of medical information. Licensed UR reviewer will forward for initial school-to-school review.



II. Procedure for Receipt/Non-Receipt of Medical Information

A. Approval

Medical information is received on or before 7th business day. Licensed UR reviewer approves request. Approval letter sent within two business days of receipt of medical information. Date of request and receipt of medical information must be documented in UR case notes. Approval letter includes guideline/criteria and clinical rationale.

B. (1) Licensed UR Reviewer/Unable to Approve/Medical Information Received

Medical information is received by 7th business day. Licensed UR reviewer unable to approve request. Licensed UR reviewer forwards for initial school-to-school review by next business day.

B. (2) Medical Information Received by Licensed Reviewer Medical information received **by the seventh business day from the date of request for additional medical information**, licensed UR reviewer will forward the request for determination for school-to-school review by the next business day. **Date of request for additional medical information and date of request for school-to-school review must be documented in UR case notes.**

III. Initial School to-School Review

A. Approval

Initial School-to-school reviewer conducts review **within one business day of referral from licensed UR reviewer. School-to-school-reviewer approves request. Approval letter sent within two business days from request for school-to-school review. Date of request for UR review and date of request for school-to-school review must be documented in UR case notes.** Approval Letter includes name and school of reviewer and guideline/criteria and clinical rationale.

A. (1) Approval - No Additional Medical Information Required

School-to-school reviewer conducts review within one business day of referral from licensed UR reviewer. School-to-school reviewer approves request, as no additional medical information is required by school-to-school reviewer. Approval Letter sent within two business days of request for school-to-school review and includes name and school of reviewer, guideline/criteria and clinical rationale. Date of request for school-to-school review must be document contact date in **UR case notes**.

A. (2) Approval - Further/Additional Medical Information Required By Initial School-to-School

1. Initial school-to-school reviewer completes review **within one business day of referral** from licensed UR reviewer. Initial school-to-school reviewer determines further medical information is needed.
2. School-to school reviewer **contacts OP by phone or in writing/fax within one business day to discuss case and/or request additional medical information. School-to-school reviewer must document contact date in UR case notes.**

OP is guaranteed (7) seven business days from the date of contact to return phone call and/or provide additional information to school-to-school reviewer. No information is received and/or phone contact made by OP within seven (7) days. School -to-school reviewer issues AD. AD letter sent within two business days of non-receipt of medical information and includes name and school of reviewer and guideline/criteria and clinical rationale.

B. (2) Non-Receipt of Additional Medical Information-Adverse Determination

Within one business day the initial school-to-school reviewer completes review of referral from licensed UR reviewer and (1) may determine to send an adverse determination letter for non-receipt of medical information or (2) may decide to follow-up the initial reviewer's request for additional medical information. All contacts must be documented in UR case notes by nurse reviewer and/or school-to-school reviewer. *(Step two is provided to attempt to avoid appeals for non-receipt of medical, which is costly to the agent and employer).*

OP is again guaranteed seven business days from the date of contact, to return phone call and/or provide additional information to school-to-school reviewer. If the OP continues to provide no information or contact within seven business days school-to-school reviewer issues and AD. AD letter sent within two business days and includes name and school of reviewer and guideline/criteria and clinical rationale.

C. (1) Approval - No Further/Additional Medical Information Required by Initial School-to-School Reviewer

1. Initial school-to-school reviewer completes review **within one business day of referral**, from licensed UR reviewer.
2. Initial school-to-school reviewer determines no further medical information is needed.
3. School-to-school reviewer issues approval, based on medical information received by licensed UR reviewer. Approval letter sent **within two business days from date of referral for school-to-school review. Date of request for school-to-school referral must be documented in UR case notes.** Approval Letter includes name and school of reviewer, guideline/criteria, clinical rationale, and Appeal procedure.

B. (2) Adverse Determination - Further/Additional Medical Information Required By Initial School-To-School Reviewer

1. Initial school-to-school reviewer completes review **within one business day of referral** from licensed UR reviewer. Initial school-to-school reviewer determines further medical information is needed. School-to school reviewer **contacts OP by phone or in writing/fax within one business day to discuss case and/or request additional medical information. School-to-school reviewer must document contact date in UR case notes.**

OP is guaranteed seven business days from the date of contact to return phone call and/or provide additional information to school-to-school reviewer. Information is received and/or phone contact is made by OP made within seven business days. School-to-school reviewer determines AD within one business day. AD letter sent within two business days of request for school to school review, including guideline/criteria and clinical rationale. Date of request for school-to-school referral must be documented in UR case notes. AD Letter includes name and school of reviewer, guideline/criteria, clinical rationale, and appeal procedure.

C. (2) Adverse Determination - No Further/Additional Medical Information Required By Initial School-to-School Reviewer

1. Initial school-to-school reviewer completes review **within one business day of referral**, from licensed UR reviewer.
2. Initial school-to-school reviewer determines no further medical information is needed.
3. School-to-school reviewer issues AD, based on medical information received by licensed UR reviewer. AD Letter sent **within two business days from date of referral for school-to-school referral. Date of request for school-to-school referral must be documented in UR case notes.** AD Letter includes name and school of reviewer, guideline/criteria, clinical rationale, and appeal procedure.